

MLTI Jamf Pro Configuration Webinar Q&A 3/8/17

Using iPads and Mac Laptops for eMPowerME 2017 FAQ

Q: Is disabling Handoff a requirement for MEA?

A: Handoff must be disabled for Mac laptop testers who are running the Sierra operating system. Because many schools have students on different versions (Sierra and El Capitan) the instructions provide a way to disable Handoff on all devices.

Q: Wouldn't you need to create the testing user first for the Handoff script to work?

A: Yes, the correct order would be Make a New Account > Disable Handoff > Add Test Kiosk.

Q: If handoff is NOT disabled, will it impact testing?

A: While handoff being enabled will not block the student's ability to test, it does create a non-secure testing environment. Ensuring a secure testing environment is the responsibility of the District Assessment Coordinator and all Test Administrators.

Q: Can you share the UNIX ARD script to force a check in?

A: The Script is found on page 10 and follows:

<https://drive.google.com/file/d/0BxNtbNRcZkwyWnZTRmtuUnlVVjQ/view>

Q: Does the testing user need to be created?

A: Some may find it easier to make a Testing User; however, the settings can be applied to the existing student user.

Q: Are we required to create the testing user, or can the students use their existing login?

A: Creating the testing user is not required--just an option for you.

Q: Will the script be a problem for computers running El Cap?

A: While the script need not be run on El Cap machines, it does not hurt to do so.

Q: If a student has upgraded their MBA from El Capitan to Sierra, what will happen if we do not disable handoff?

A: You will have allowed students to test in a non-secure environment, which violates the agreement that Test Administrators and District Assessment Coordinators are required to sign.

Q: Should the installation be done on the intended user so that the stored files pathway is correct?

A: Yes, the test files (pathway) will be set to be stored on the original user for which it was installed. Some files are securely cached. So the best order of operations is: Make User > Disable Hand Off > Push App.

Q: Is MacOS Sierra required, or can we use El Cap?

A: You do not need devices to be on Sierra for testing.

Q: If none of our student users has apple id/icloud active (device managed), then is Handoff irrelevant?

A: Yes, if students have no way to turn this feature on or to use it, then you do not need to worry about Handoff.

Q: Can the OS app be added to the app store?

A: The OS app won't be in the store. It is a downloadable .pkg file at maine.measuredprogress.org AND you must have an account to get to it. Your District Assessment Coordinator can grant you access.

Q: If we have the app installed from last year, do we need to change it? Is this a new app in any way?

A: This is a new app, so make sure you change it. While it may appear to be the same app, be assured it is not.

Q: I have the app but am having issues; I cannot get the app to work in Self Service. I've been working with JAMF but have not resolved the issue.

A: Please contact the MLTI AppleCare Help Desk at 1-800-919-2775 (use code 46584). Typically this will be escalated to the Maine Project Office, which will contact you to assist.

Q: Will the app run on the MLTI III white MacBooks we are using in our elementary school? Has anyone tested this?

A: Yes. Many schools have boosted the RAM, but the MLTI III white MacBooks will work for this test.

Q: I can upgrade to 9.3.5 for iOS, but we are using iPad 2s.

A: Be at 10.2.1 OR 9.3.2 OR 9.3.5 and NOTHING in between. Testing on iPad2s will not be the best experience, but it will work. Do all you can to find alternate devices.

Q: What if we have iPads still in the state JSS?

A: There is no difference in configuration with iPad devices still in a school site in the Maine JAMF Pro. iOS version and app requirements are also the same.

Q: I could not send the iOS update command. I tried it but was not listed on state JSS.

A: Please contact the MLTI AppleCare Help Desk at 1-800-919-2775 (use code 46584). Inform them that all the features of your JAMF instance are not present/active. Typically this will be escalated to the Maine Project Office, which will contact you to assist.
You SHOULD have access to all their tools and features.

Q: I have not been able to get my MLTI iPads to check for updates in a week. My iPads are on 10.2.

A: Please contact the MLTI AppleCare Help Desk at 1-800-919-2775 (use code 46584). Ask for this to be escalated. The Project Office has sent a fix to many devices, but some may have been missed. Following the application of the fix, students should hard restart their devices. This has worked for many schools experiencing the same problem.

Q: I have access to only these commands in the state instance: Clear Passcode; Lock Device; Update Inventory; Wipe Device.

A: Please contact the MLTI AppleCare Help Desk at 1-800-919-2775 (use code 46584). Inform them that all the features of your JAMF instance are not present/active. Typically this will be escalated to the Maine Project Office, which will contact you to assist and enable additional features/tools/commands.